MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

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# MULTIMEDIA UNIVERSITY

# FINAL EXAMINATION

**TRIMESTER 1, 2017 /2018**

## BTD3114 – TRAINING AND DEVELOPMENT

(Section B01)

11 OCTOBER 2017
9:00 a.m. – 11:00 a.m.
(2 Hours)

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**INSTRUCTIONS TO STUDENTS**

1. This question paper consists of **2 pages**, excluding this cover page.
2. **Part A:** 10 True-False questions worth 2 marks each. Answer ALL questions. Total = 20 marks.
3. **Part B:** 4 essay questions worth 20 marks each. Answer ALL questions. Total = 80 marks.
4. The total marks for this exam is **100 marks**.
5. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

**Part A: 10 True/False questions. Answer ALL questions**

1. With regards to training transfer, training programs that emphasize near transfer should teach general concepts and broad principles.

2. The lowest level of management support for training is accommodating attendance at training.

3. Formative evaluation is used to assess a training program's strengths and weaknesses.

4. Pilot testing refers to the process of previewing the training program with potential managers and trainees, or other customers.

5. An advantage of self-directed learning is development costs are lower than for other types of training programs.

6. Use of apprenticeship training is limited to trades and craft occupations and is often associated with a union.

7. Collaboration and sharing, links to resources, learner control, delivery, and administration are all features of e-learning.

8. Customers, suppliers and vendors may be included in a company's e-learning.

9. Assessment involves collecting information and providing feedback to employees about their behavior, communication style, values, or skills.

10. 360-degree feedback is a game commonly found among assessment centers activities for teaching team members how to be inclusive.

**Continued...**

**Part B: 4 essay questions. Answer ALL questions**

1. Workforce trends have their training implications. The aging workforce is one phenomenon affecting organizations in many countries. Discuss:

   a) What are the implications of the aging work force?

   *(8 marks)*

   b) What training and development strategies should companies consider to best utilize older employees and prepare for their retirement?

   *(12 marks)*

   *(Total = 20 marks)*

2. Compare the traditional training department with the Business-embedded training organization.

   *(Total = 20 marks)*

3. Person Analysis helps to identify who needs training by examining whether current and expected performance match. Explain the following factors that influence employee performance and learning:

   a. Person characteristics
   b. Input
   c. Output
   d. Consequences
   e. Feedback

   *(20 marks)*

4. Define what is 'learning'. Then, explain the 5 (five) types of learning outcomes.

   *(20 marks)*

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